

# European guarantee terms

Dear Customer,

Thank you for purchasing your Hasselblad product and we hope you will be happy using it. In the unlikely event that your product needs guarantee service, please contact the dealer who you purchased the camera from. To avoid any unnecessary inconvenience on your part, we recommend that you read the operations manual carefully before seeking guarantee service.

## Your Guarantee

This Guarantee applies to your Hasselblad product if stated in the leaflets that accompanied your product, provided that it was purchased within the Guarantee Area. By this Guarantee, Hasselblad guarantees the product to be free from defects in materials and workmanship at the date of original purchase for a period of TWO YEARS from that date. If within the guarantee period the product is determined to be defective (at the date of original purchase) due to improper materials or workmanship, Hasselblad will, without charge for labour or parts, repair or (at Hasselblad's discretion) replace the product or its defective parts subject to the terms and limitations below. Hasselblad may replace defective products or parts with new or refurbished products or parts. All products and parts replaced become the property of Hasselblad.

## Terms

1. Guarantee services will be provided only if the original invoice or sales receipt (indicating the date of purchase, model name and dealer's name) is presented with the defective product within the guarantee period. Hasselblad may refuse free-of-charge guarantee service if these documents are not presented or if they are incomplete or illegible. This Guarantee will not apply if the model name or serial number on the product has been altered, deleted, removed or made illegible.

2. To avoid damage to or loss/erasure of removable data storage media or accessories, you must remove these before submitting your product for guarantee service.

3. This Guarantee does not cover transport costs and risks associated with transport of your product to and from Hasselblad or your original dealer.

4. This guarantee does not cover:

1. periodic maintenance and repair or parts replacement due to wear and tear.
2. damage or defects caused by use, operation or treatment of the product inconsistent with normal personal or domestic use.
3. damage or changes to the product as a result of:
  - misuse, including:
    - treatment resulting in physical, cosmetic or surface damage or changes to the product or damage to liquid crystal displays.
    - failure to install or use the product for its normal purpose or in accordance with Hasselblad instructions on installation or use.
    - failure to maintain the product in accordance with Hasselblad instructions on proper maintenance.
    - installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used.
    - the condition of or defects in systems with which the product is used or incorporated except other Hasselblad products designed to be used with the product.
  - virus infections or use of the product with software not provided with the product or incorrectly installed software.

- use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Hasselblad.
- repair or attempted repair by persons who are not authorised by Hasselblad.
- adjustments or adaptations without Hasselblad's prior written consent, including:
  - upgrading the product beyond specifications or features described in the instruction manual, or
  - modifications to the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured.
- neglect.
- Accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

5. This guarantee covers only hardware components of the product. It does not cover software (whether of Hasselblad or others) for which an end-user license agreement or separate warranty/guarantee statements or exclusions are provided or intended to apply.

### **Exclusions and limitations**

Except as stated above, Hasselblad makes no guarantee (express, implied, statutory or otherwise) regarding product or accompanying or constituent software quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, Hasselblad excludes or limits its Guarantee only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Guarantee. Hasselblad's only obligation under this Guarantee is to repair or replace products subject to these Guarantee terms and conditions. Hasselblad is not liable for any loss or damage relating to products, service, this Guarantee or otherwise, including - economic or intangible losses - the price paid for the product - loss of profits, revenue, data, enjoyment or use of the product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to: impaired or non-operation of the product or associated products through defects or unavailability while with Hasselblad which caused downtime, loss of user time or business interruption inaccuracy of output from the product or associated products damage to or loss of software programs or removable data storage media, or virus infections and other causes. This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied Guarantee, and strict liability (even where Hasselblad has been advised of the possibility of such damages). Where applicable law prohibits or limits these liability exclusions, Hasselblad excludes or limits its liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, wilful misconduct, deceit and similar acts. Hasselblad's liability under this guarantee will in no case exceed the price paid for the product, but if applicable law permits only higher liability limitations, the higher limitations apply.

### **Your legal rights reserved**

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This guarantee does not affect statutory rights you may have nor those rights that cannot be excluded or limited, nor rights against the person from whom you purchased the product. You may assert any rights you have at your sole discretion.



**HASSELBLAD**  
*Lunar*